## Abstract of the Disclosure

A workflow system (FIG. 1) employs a selection engine (114) that attempts to match work items (100) with resources (104) in such a way that it brings the most value to all of the stakeholders in the workflow. Under resource surplus conditions (FIG. 4), the selection engine determines those available resources that possess skills needed by an available work item, for each determined resource determines both a business value (RSBV) of having that resource service the work item and a value (RTV) to that resource of servicing the work item, and then selects the resource that has a best combined value of the business value and the value to the resource to serve the work item. Under work-item surplus conditions (FIG. 5), the selection engine determines those available work items that need skills possessed by an available resource, for each determined work item determines both a business value (WSBV) of having that work item serviced by the resource and a value (WTV) to that work item of being serviced by the resource, and then selects the work item that has a best combined value of the business value and the value to the work item to be served by the resource. The business value is a scaled (normalized) sum of products of a proficiency level of the resource in each of the skills and the weight (BR) of that skill of the work item. The value to a resource or work item is a scaled sum of products of scaled resource treatments (T) or work item treatments (C) (actual and/or goal) and weights (TW,CW) given to those respective treatments by the work item.